



ONLINE CLAIM FILING and SECURE RECEIPT UPLOAD INSTRUCTIONS

Online Claim Filing with Secure Receipt Upload is the fastest way to file your claims for reimbursement. Before you begin, be sure to have the valid receipt(s) for your expenses handy. If you have your receipts saved on your computer, you can save yourself a trip to the fax machine or post office by using the online Secure Receipt Upload to submit them electronically. If you only have paper copies of your receipts, you can still file your claims online, and then send your receipts via efax, email or mail to Genesis.

Online Claim Filing

1. Login

Visit <u>www.GenesisBenefits.net</u> and click on Participant Login in the upper right corner. Choose your Login Type, based on what plan(s) you are enrolled in this year. If you currently have an account, you should continue to use your established username and password. The following default is for first time users:

USERNAME: Social Security Number (no dashes) **PASSWORD/PIN:** Last 4 digits of Social Security Number

First time users will be prompted to choose a unique password for future use.

2. File Claims or Review Accounts

If you logged in to your America's VEBA account choose "Manage Claims" on the top of the left-hand menu to access the Claims Tool Kit; or, you may have logged in directly to the Claims Tool Kit based on your login type. Once on the File Claims homepage, you can view the accounts you are enrolled in, account balances, and claim history.

To file claims, either click on File Claims under the Accounts tab, or click on the File Claim link next to the Account Name on the Home page.

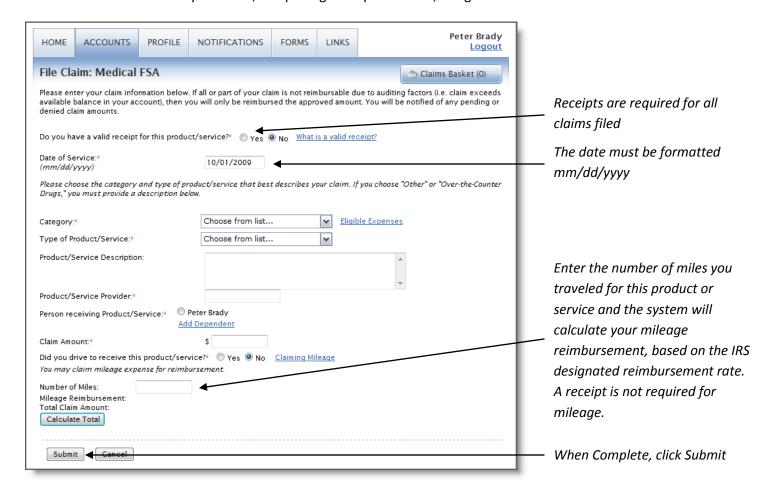


If you have a Medical FSA and a VEBA, you must file under the Medical FSA first, until the balance in that account is \$0.

Previous year's FSA and HRA & 105 claims can be filed using the drop down menu near the bottom of your screen (not pictured)

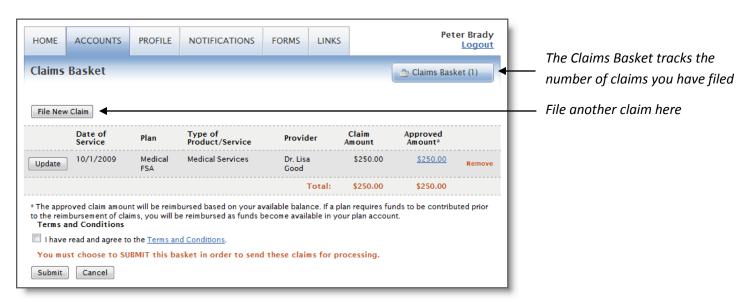
3. Enter Claim Information

Enter the information from your claim, completing all required fields, designated with an *

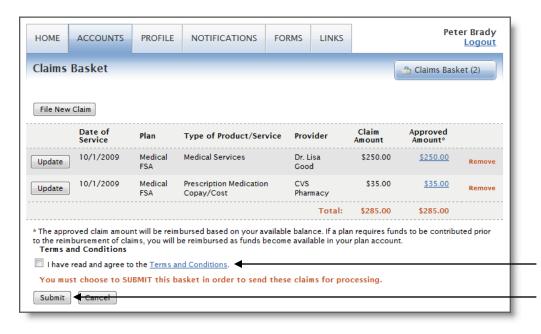


4. Enter Multiple Claims

If you are entering more than one claim, add additional claims by selecting "File New Claim". Then choose the plan from the drop down menu for the next claim and repeat step 3 above. You can see how many claims you have entered by viewing the Claims Basket in the upper right corner of the screen.



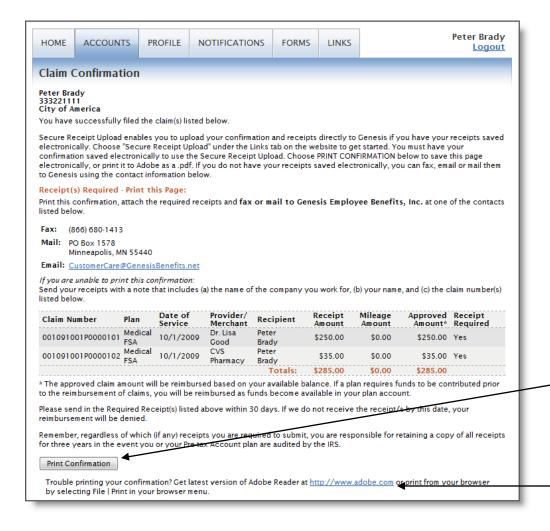
5. Submit the Claims



Read and agree to the Terms and Conditions then check Submit the Claims Basket

6. Print or Save Confirmation

After you submit the Claims Basket, you will receive a confirmation page. Using the navigation buttons at the bottom of the screen, Print the confirmation page. If you plan to upload your receipts electronically, you must save (or print to Adobe as a .pdf) this confirmation page on your computer. It has to be saved electronically to upload online.



If you have an email address on file with us, a confirmation of your claim submission will be emailed to you

Click "Print Confirmation" to either save an electronic copy of your confirmation or print it as a .pdf document that can be uploaded with your receipts

You can download Adobe Reader so you are able to print or save .pdf documents

7. Submit your Receipts

If you wish to send your receipts to Genesis electronically using the <u>Secure Receipt Upload</u>, follow the instructions below. If you wish to send your receipts by fax, email, or mail, attach them to your printed Confirmation page from Step 6 and send them using the contact information on your Confirmation page.

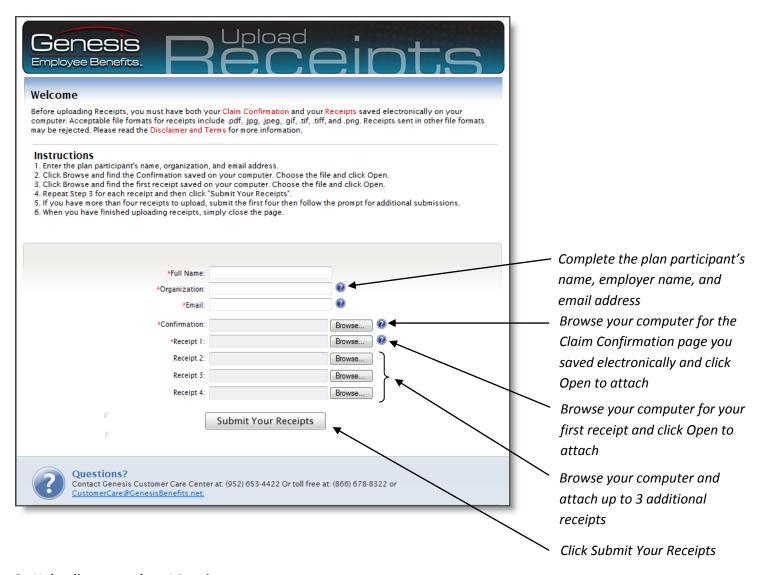
Important Tips:

- To upload your receipts using <u>Secure Receipt Upload</u>, you must have them saved electronically on your computer. Acceptable file formats for receipts include .pdf, .jpg, .jpeg, .gif, .tif, .tiff, and .png. Receipts sent in other file formats may be rejected.
- There are several ways to save claims electronically, including:
 - Scan your receipts using a scanner connected to your computer to create the file(s)
 - Download receipts like Explanations of Benefits (EOBs) directly from your healthcare provider's website
 - Take a digital picture of your receipts and save it on your computer.
- Each receipt must contain the date of service, product/service name or description, provider name, and recipient name (unless it is a store receipt for prescriptions or over-the-counter items).
- Explanation of Benefits (EOB) documents from your health insurance provider contain all of the information necessary to substantiate your claims. If you have an EOB for your expense, it is not necessary to send additional documentation.
- You can scan and upload all of your receipts in one document or in multiple documents.
- Claims <u>and</u> valid Receipts must be received by Genesis by 1pm CST on Thursdays for reimbursement the following week on Friday. Please see the processing schedule for exceptions.

See Next Page for Secure Receipt Uploading Instructions

Secure Receipt Upload

- 1. After filing your claims online, click the Links tab and choose <u>Secure Receipt Upload</u> from the dropdown menu, or, go to <u>www.GenesisBenefits.net</u> and click on <u>Secure Receipt Upload</u> under the Resources tab.
- 2. Upload Your Confirmation and Receipts



3. Uploading more than 4 Receipts

You may add more receipts after you submit the first four, if necessary, by following the instructions above. When you have uploaded all receipts, simply close the <u>Secure Receipt Upload</u> browser window.

Questions? Please contact us.

Local Claims eFax: 952-460-1480Genesis Employee Benefits, IncLocal Phone:952-653-4422Toll-Free Claims eFax: 866-450-1480PO Box 1578Toll-Free Phone:866-678-8322Email: Claims@GenesisBenefits.netMinneapolis, MN 55440-1578CustomerCare@GenesisBenefits.net

Check the status of your claim online at www.GenesisBenefits.net. Choose Participant Login in the upper right corner.